

Montgomery County, MD

Department of Police

Public Safety Communications

9-1-1 Emergency Communications

Center

This is an informational brochure published to help the citizens of Montgomery County understand the services of 9-1-1. For obvious reasons we can not detail every incident that you may encounter, but we ask that you use 9-1-1 for emergencies only, and the non-emergency number in other cases.

Remember 9-1-1 is only a telephone number. Quick and accurate response depends on the vital information that you provide.



For employment opportunities please visit our
web site at:

www.montgomerycountymd.gov/police

MONTGOMERY COUNTY

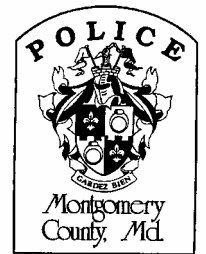
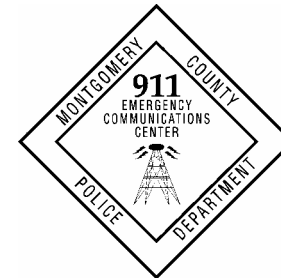
PUBLIC SAFETY

COMMUNICATIONS

9-1-1

EMERGENCY

POLICE, FIRE AND RESCUE



NON-EMERGENCY

301-279-8000

POLICE

Nine-one-one (9-1-1) is a three-digit telephone number that you can call 24 hours a day for police, fire or emergency medical services. When 9-1-1 is used properly it can make a difference in saving lives and preserving public safety. The Montgomery County 9-1-1 Emergency Communication Center handles 800,000 plus calls a year.

When to call 9-1-1

For emergencies only....below are some examples of when to call 9-1-1

- Any life threatening situation (fights, weapons, personal injury auto collision)
- Sexual assault that is in progress or just occurred
- Immediate fear for your personal safety or safety of others
- Serious crime in progress (robbery, burglary, assault)
- Any serious medical problem
- Any type of fire

When to call the Police Non-Emergency Number (301 279-8000)

- Noise complaints
- Parking violations
- Keys locked in vehicles (unless someone is inside and in danger)
- Property damage auto collision
- Loose or barking dogs

What to expect when you call 9-1-1

- Location - need the exact address, intersection, place name (for example, shopping center, park, hotel), etc
- Nature of the emergency (what is going on now, description of subjects and or vehicles involved, any weapons involved, how long ago did the incident occur

- Calling parties name and telephone number
- Do you want to have the officers see you
- If your call requires us to transfer you to another agency, the caller will hear a series of clicks as the transfer is taking place
- If the 9-1-1 center is extremely busy and your call is not answered within approximately 15 seconds, you will hear a recording indicating our operators are busy and to not hang up. The tones that follow the recording support devices for the hearing impaired. **Stay on the line, do not hang up and call back.**

What should you (the caller) do?

- Remain calm and speak clearly
- Be prepared to answer where, what, when, who and how
- Let the call taker ask the questions
- Stay on the phone if it is safe to do so, or until the call taker advises you to hang up

Inadvertently dialed 9-1-1 - DO NOT HANG UP

- Stay on the phone and advise the call taker that you inadvertently dialed 9-1-1 and that you do not have an emergency
- If you hang up, we will need to respond to the call
- Do not test your phone or 9-1-1
- Open faced cell phone key pads should be in the locked mode. Unlocked phones are the number one cause for unintentional 9-1-1 calls.
- Responding to hang up calls or test calls, needlessly burdens the call takers and the system, leaving the call taker unavailable for true emergencies
- Keep phones out of reach of small children and toddlers

Deaf/hearing/speech impaired callers

- The center is equipped with the TTY/TDD interface.
- MD Relay service is available by dialing 7-1-1. For more information on MD Relay, go to www.mdrelay.org

English as a second Language

- Montgomery County subscribes to a Language Interpretation Service
- When given the language needed, callers will be connected to the language interpretation service
- When connecting in the interpreter to the call, the caller will hear a series of beeps and tones, do not hang up, stay on the line until all three parties are on the phone together.
- Interpreter will ask the caller questions, then translate to the call taker. The call taker will then ask the interpreter questions to ask of the caller.

What is VoIP?

- Voice over Internet Protocol
- Allows individuals to make and receive calls using an Internet connection.
- Works by placing an adapter between a traditional phone and Internet connection, or by using a special VoIP software on your computer.
- Since VoIP is a portable interconnection, in some cases the correct location of the caller cannot always be determined.
- For more detailed information about interconnected VoIP and 9-1-1 see www.fcc.gov/cgb/consumerfacts/voip911.html or www.fcc.gov/cgb/voip911order.pdf.